# AirWatch Application Installation

Once your device is enrolled, you will receive an email similar to this:

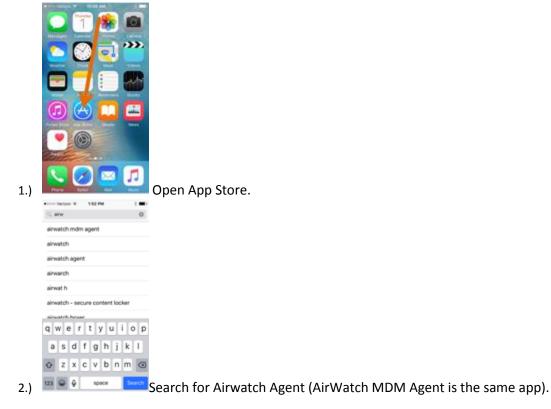


Your phone must have an Apple iD associated with it and access to the Apple App store to proceed.

The screenshots and instructions below are from an Apple iPhone 5s. Your steps and display may vary slightly if you are using a device other than an Apple iPhone 5s.

## State Owned Apple iOS

AirWatch Agent





3.) 🔼 🚨 🚨 Press the "cloud" icon to download Airwatch Agent.



4.) Enter your iTunes store password, *if prompted*.



5.) 🖄 🗒 🖉 🚨 😃 Once this download completes, press Open.



6.) Press Email Address.



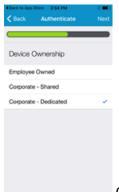
7.) 123 9 4940 @ Enter your State Email Address then press Go.



8.)

9.)

Enter your State email credentials. Username is just your "C#xxxx not prefaced with state\.



Choose your device ownership - Corporate Dedicated is default, then press Next.



Press Accept to accept the SOM Terms of Use – this policy applies to this entire device.



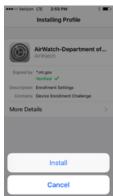
Redirect & Enable 11.) Press Redirect & Enable.



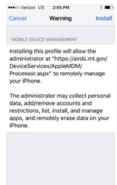
12.) Press Install.



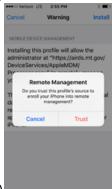
Enter your device's current Passcode. 13.)



14.) Press Install.



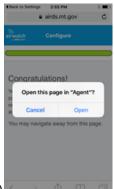
15.) Press Install.



16.) Press Trust.



17.) Press Done.



18.) Press Open.



19.) Press Done.



20.) Press Don't Allow – unless you want to be prompted audibly when Airwatch agent has notifications for you, then choose OK. You may change this choice later, see <u>Adjust Notifications</u> at the end of this document for details.



21.) 123 space Next Enter an eight character (or longer) alphanumeric Passcode. Confirm this passcode then press CREATE.



22.) 🚢 💂 🙎 🙎 Press your device's Home button.

## **VMWare Boxer**



1.) 🔻 🗅 🕮 🗇 Touch Install next to VMware Boxer.



2.) Touch Install.



3.) Touch Open.



4.) Touch the "cloud" icon to download Boxer.



5.) Touch Open.



6.) space return Enter your State of Montana email password.



7.) space return Touch "Get started".



8.) Enter an eight-character Alphanumeric passcode. (This passcode must be 8 characters or more and contain at least one letter and one number.)



9.) space Go Touch "Next".





11.) space Go Touch "Next".



12.) Touch "OK" to sync your local (Native) calendar and other account calendars to Boxer or choose "Don't Allow" to keep these separate.



13.) Touch "OK" to sync your local (Native) contacts and other account contacts to Boxer or choose "Don't Allow" to keep these separate.



14.) Touch Okay to allow Boxer to send notifications to your Lock screen and alert you to email and calendar events. You may change this choice later, see <u>Adjust Notifications</u> at the end of this document for details.



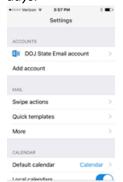
5.) 🗦 📮 🚢 🥌 Email, Calendar and Contacts can all be managed from within this application.

## Boxer Biometric Password

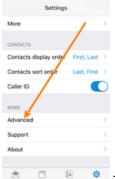
Boxer can store your fingerprint and associate this with the eight-character password that you set in the previous steps. If you have not configured Touch iD and want to use Biometrics (fingerprints) to store your password, please see <a href="Apple iOS Biometric Device Unlock feature">Apple iOS Biometric Device Unlock feature</a> (Optional for iPhone 5s and latter Devices) then return to this section.



16.) Touch the settings icon indicated to configure Boxer to allow your fingerprint to allow access to unlock this application. Note: Your eight-character password will still need to be updated at least every 60 days.



17.) E Scroll down until you see "Advanced".



18.) Touch "Advanced".



19.) a Touch Passcode.



20.) 🚆 🚇 🐣 Move the slider in the Enable Touch ID section to the right.



21.) Type the eight-character passcode you entered in steps 21 & 22, then touch "Next" or "Go".



22.) Touch Mail, Calendar or Contacts to explore Boxer or press your iPhone's home button to exit Boxer.

## **Boxer Additional Information**

"VMware Boxer v3.7 for iOS User Guide" provides additional details regarding the Boxer application. This may have been provided with these installation instructions, if not please contact <a href="mailto:DOJServiceDesk@mt.gov">DOJServiceDesk@mt.gov</a> and them to email a copy to you.

## Remove your previously configured State Email Account

If your device was configured with a State email account previously, remove this account. This old account will become unable to access the State Exchange server April 1, 2016.



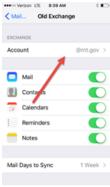
1.) Open your Settings Application.



2.) Press Mail, Contacts, Calendars



3.) Press your old State ActiveSync Exchange Account(s). Your account name(s) will vary depending on what name you gave this/these accounts. If you have more than one State email account, like above, repeat these steps for each account.

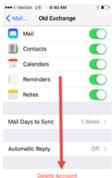


4.) Automatic Reply Off Touch the Account <u>youremailname@mt.gov</u>



5.) Advanced Settings

Press Done at this screen.

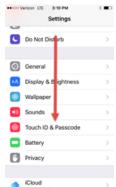


6.) Scroll to the bottom of this screen and touch Delete Account.



7.) Touch "Delete from My iPhone" and return to your Home Screen

Apple iOS Biometric Device Unlock feature (Optional for iPhone 5s and latter Devices)



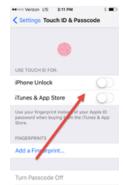
1.)(optional)

Open your settings Application, then touch "Touch ID and Passcode".



2.)(optional)

Enter the device passcode that you set in previous steps.



3.) (optional) Change Passcode Slide "iPhone Unlock" buttons to the right. And follow the prompts presented store your thumbprint on your iPhone.



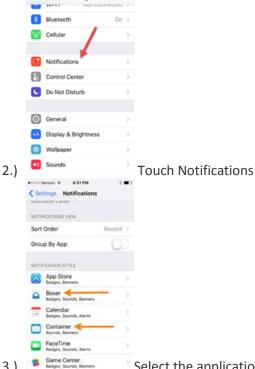
4.) (optional) Slide iTunes & App Store button to the right and enter your iTunes and App store password.

Your Device and iTunes Store password is now saved in your Touch iD application.

## **Adjust Notifications**

To recieve notifications, you need to be connected to a Wi-Fi or Cellular network.

1.) Open your device's Settings application.



\*\*\*\*\*\* Verizon LTE 12:57 PM

3.) Select the application that you want to adjust.



Adjust the available settings to suit your needs.

If you've recently installed an app or restored from a backup, open the app to start getting notifications.

## AirWatch Self Service Portal

Accessing <a href="https://aircon.mt.gov/MyDevice/">https://aircon.mt.gov/MyDevice/</a> allows customers to perform actions to assist themselves with their AirWatch Registered device(s).

The most used functions in this portal may be:

- Clearing Single Sign On (SSO) or Device Passcodes, if these are forgotten.
- Make Noise causing device to ring the same as calling the devices phone number.
- Enterprise Wiping (removes only the AirWatch Applications), Device Wiping (clears all applications and data) the device if it is lost.
- An example of the basic functions follows:









BASIC ACTIONS ADVANCED ACTIONS

#### Device Query

Request updated information from the device.

#### O Clear SSO Passcode

Clear the SSO passcode for apps on this device. The next SSO app used will prompt to create a password.

#### 

Remotely lock this device to protect data.

## Enterprise Wipe

Remove corporate settings and data from this device.

#### Make Noise

Help find the device by making it ring.

#### O Clear Passcode

Clear the current passcode from this device.

### Sync Device

Send updated company settings and data to this device.

#### 

Find the most recent location of this device.

#### 

Lock the SSO for apps on this device. The next SSO app used will prompt for a password.

#### Device Wipe

Erase all data and return device to factory settings.

Locate Device is not available since GPS tracking of our devices is not enabled.